# Army Benefits Center

## ABC
## What can ABC do for you?

Provided Courtesy of

Rock  Island Arsenal
Civilian Personnel Advisory Center

# What is ABC

- The ABC provides automated benefits support to Army appropriated fund employees using...
  - EBIS (website)
  - IVRS (telephone)

# EBIS

- Employee Benefit Information System (EBIS) is a web application that allows you to access general and personal benefit information, and conduct electronic transactions using a computer.

# IVRS

- Interactive Voice Response System (IVRS) is an automated self-service system you can access from a touch-tone telephone.
- Unlike the Web (EBIS), this system allows you to transfer to a benefits counselor for additional assistance.

# The ABC Services Provided

- Retirement (Civil Service and Federal Employee's Retirement Systems)
- Thrift Savings Plan (TSP)
- Federal Employees' Health Benefits (FEHB)
- Federal Employees' Group Life Insurance (FEGLI)
- Survivor Benefits (death and dismemberment)

# How do I use ABC?

- EBIS through the web
  - https://www.abc.army.mil
- IVRS
  - Call toll-free 1-877-ARMY-CTR (1-877-276-9287)
  - For hearing impaired access…
    - 1-877-ARMY-TDD (1-877-276-9833)
- You can use either system 21 hours a day, 7 days a week, and benefit counselors are available Monday-Friday, during and after duty hours.

# Getting your PIN

- IVRS
  - At first your PIN will be a four-digit number equivalent to your month and year of birth (MMYY).
- EBIS

  After you access the system, you can change it to a new six-digit number.

# Important ABC Information

- Toll-Free Number
  - 1-877-ARMY-CTR (1-877-276-9287)
- TDD Number
  - 1-877-ARMY-TDD (1-877-276-9833)
- WWW
  - https://www.abc.army.mil

The ABC Tutorial will walk you through the steps of the various services that ABC has to offer.

- Changing your PIN
- Making changes to your Health Benefits, Life Insurance and Thrift Savings Plan
- Retirement Planning and Processes